

**Third Party Administrator – Performance Report  
May 2011**

Agenda Item 8.c.  
06/15/11 Meeting

<b>Medical and Pharmacy Claims Processing</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
"Clean" claims processed within 10 business days.	90%	99.9%	5,586 of 5,589 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	5,589 of 5,589 total claims
Financial accuracy of claims paid.	99%	100%	\$2,608,744.04 of \$2,608,744.04 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	282 of 282 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	282 of 282 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	7 disputed claims
Disputed claims resolved within 60 calendar days	100%	100%	7 disputed claims

<b>Subscriber Health Care Service Appeals</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	3 appeals, 1 complaint
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	100%	1 appeal

<b>Customer Service - Subscribers</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	85.0%	1,571 of 1,849 calls answered within 30 seconds; average of 23 seconds
Subscriber issues resolved within the same business day.	90%	95.3%	1,107 of 1,161 issue calls
Maximum call abandonment rate.	5%	2.8%	53 of 1,849 calls
Maximum line busy rate.	3%	N/A	0 busy out of 1,849
Voicemails answered within two business days.	90%	100%	6 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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<b>Provider Technical Support</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	87.5%	1,467 of 1,676 calls answered within 30 seconds; average of 21 seconds
Provider issues resolved within the same business day.	90%	96.4%	1,704 of 1,767 issue calls
Maximum call abandonment rate.	5%	1.1%	19 of 1,676 calls
Maximum line busy rate.	3%	N/A	0 of 1,676 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

<b>Subscriber Material Production and Distribution</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	503 of 503 ID cards; average of 1.37 days
ID card accuracy.	100%	100%	503 of 503 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	503 of 503 packets; average of 1.37 days

<b>Independent External Review (IER)</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 request
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 request

<b>Administrative Hearings</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 request